



ANDERSON BRULÉ ARCHITECTS

SUNNYVALE LIBRARY OF THE FUTURE Focus Group Meeting

MEETING DATE:	September 21, 2006	REGARDING:	Meeting Agenda
MEETING TIME:	11:00 a.m. to 1:00 p.m.	ABA PROJECT #:	06.0707.0
LOCATION:	Sunnyvale Library Program Room, 665 W. Olive Ave.		
ATTENDEES	9 participants		
	Rob Cameron, ABA Sam McBane Mulford, ABA		
CONTEXT:	As part of our planning process, we are reaching out to the community to help us better understand library service needs both today and in the future.		
PURPOSE:	□ solicit input on current and future library service needs from library users		
INTENDED RESULTS:	□ to understand this group's perspective on the current state and the future of library services in Sunnyvale		

AGENDA ITEMS

I. Introduction / Agenda Review

- A. Introduction of Participants
 - 1. Who do you feel you represent in the community?
 - 2. Do you use a Library(ies)? If so, which ones, how often and for what purpose?

Angelique works for the City of Sunnyvale (Parks and Recreation) and is a parent of a 5 year old child; currently lives in San José but her child goes to school in Sunnyvale; libraries used – SJ Vine Lynn and Sunnyvale.

Participant – volunteers at Santa Clara Library (once per week) in the ‘books for sale’ shop; people/staff at Sunnyvale not conducive for children – not friendly. Cheap prices at ‘books for sale’ shop. Doesn’t use Sunnyvale any more as doesn’t meet needs for her or daughter. DVD department seems more popular at Santa Clara – not convinced this is a good thing. When she first came to Sunnyvale Library the fiction section seemed along way away from parking facility – a long way for special access users.

Participant - Director of Commercial Services at Sunnyvale – has lived here for 35 years, originally visited the library three times per week but now less often as children have grown up. Demographics – teens have problems obtaining resources because school library budgets are continually cut.

Participant – Member of the Sunnyvale Rotary – has used Sunnyvale library in the past but not now – Cupertino library is her preferred choice – it has better accessibility to books as it’s a member of a shared resources pool of other libraries; less waiting lists; books on hold with no cost; lovely facility, lighter, brighter environment.

Participant – Art Club Affiliate – Library is subsidized for Art programs – interesting program of events; e.g. local “Iron Museum”. Sunnyvale Art Club holds a twice yearly Art event at Sunnyvale Library – not sponsored by City but if Library could help it would allow this type of activity to continue in the future. Free internet access was great here at Sunnyvale Library. She also used Mountain View library – as she is a volunteer there - donation book area and a volunteer that sells books. Los Altos Library (Santa Clara County Pool System) has a honor bar with cookies and tables where you can sit, Library should affiliate with different museums – when the local museums change exhibits

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they hold special presentations for the future exhibit at the library (musical theme, quilt museum etc).
Newsletter/Bulletin is great as it's online and keeps you current on library news.

Participant – is a retired court interpreter (Hungarian/Spanish), uses library for books (English language), Art program at Los Altos is great. Books can be retrieved from Sunnyvale but this can take time (2 months time frame was mentioned). Displeasure and discontent at supply of resources in foreign languages – Concerned about supplying resources in other languages – small fee could cover costs of this service. Staff at Sunnyvale are very friendly & helpful.

Participant – a volunteer of Friends of the Library (FoL) and a volunteer at the library, he is a shift worker – library not available for his abnormal schedule and he has been a regular patron all his life. He has 8-10 library cards as the various libraries are not well integrated, Members of Santa Clara City/County, Stanford, Peninsula, Mountain View, Sunnyvale, Palo Alto and Cupertino - which he used the most)

Participant – is a college students, a future job-seeker, a future business leader, comes to Sunnyvale Library a lot, uses Mountain View, and if he needs to order specific books he uses San José (King Library), SJ CZ and/or CSU East Bay.

Participant – is a local citizen of Sunnyvale, is a literacy tutor and uses the central city library and mission branch library (Santa Clara County - Read) – volunteers as a tutor. Currently does not use the Sunnyvale Library.

- B. Process Overview - Envisioning the Library of the Future
 - 1. Process Participants and Outreach
 - 2. Outcome and Schedule

Q. What is project start date? – implementation plan? – this is City Council dependant, costs, budget available, scope.

Q. Is there a preliminary timeframe for the current program? – early June next year - decision from City Council.

Q. Ethnic Diversity – how can we get everyone involved? Community Forum was not fully representative of the City of Sunnyvale and Focus Groups were formed on random basis.

- C. What We Have Heard Thus Far from Sunnyvale

II. Library Services – Current and Future Needs

- A. What do you appreciate about the services you receive? What is working well?

Question was not asked at the Focus Group

- B. What would you like to be able to do or have access to at the Library, but currently cannot?

1. Kids (or anyone else) need study area where they can talk freely.
2. Better/Cheaper access – difficult to get to library for some people (\$4 round trip for each family member) – elderly access is difficult. Students also have problems accessing library, opening times, travel times and cost.
3. Technology – card file online, mandatory for kids at school, whatever technology library uses must be upgradeable.
4. Get the children to teach other users (other children/adults).
5. Kids who come here to use technology (if don't have access at home) need to be considered – can Google, Yahoo or other local companies help out – sponsorship etc.
6. Food – should be available for everyone, as only alternative is 'Jack n Box'. Could have vending machine with fruit, healthy food available.
7. Ethnic Diversity – Hispanic population need something for them to read when they bring their children to library.
8. Free books for kids, Spanish/English - multi-lingual resources– would help parents as well.
9. Kids volunteers – after school program for technology tutorials for younger children – but transport is a problem – transporting from school to library and then home. Children programs are currently all in the day – not helpful for working parents.
10. I would come back here if I could search for resources myself, more autonomy is needed. What library has it in stock? - so I can find it myself – 'Links' system can provide this service (this is on library home page).
11. We need a Grant Director – Google is working with Mountain View – what about Yahoo for Sunnyvale. A new

Program Director/Manager who looks for grants, funding opportunities in the local area from businesses, knocks on doors and shakes the trees (\$\$\$), could also act as Student liaison.

12. Used to have study room for students but was removed at Sunnyvale, there are no teenagers on the library board.

13. Knowledge of what services/search facilities are currently available and easier access to these resources. Web site is not user friendly. Speed dependant (dial-up vs broadband) – can you download from library instead of using home dial up service.

14. Children should always have own area and be allowed to make noise, Sunnyvale has a problem as this noise spreads around the rest of the library – acoustic separation, zoning of activities for everyone to avoid conflict in use.

15. Outdoor area is not conducive for relaxing, sitting outside and reading – too much brick and current space is not well used.

16. Internet currently available but need to queue to use – Los Altos has good system (County Library system) that identifies computers that have internet by number – sign up computer is used to log in and request need – scans pin number and it tells you if any computers are available, if not then you can reserve it for later. A better booking system for internet services – this would free up time for staff to do other things. You can also just walk up to computer and use internet – when reserved it locks the computer – but this can lead to under use if no one arrives for their reservation.

17. Wireless is important but is not fully available throughout entire library. Would be nice to sit outside and use laptops.

18. Using outside space – there used to be an Annual International City Fair- why was this not kept – ‘Visioning Fair’ was mentioned/plugged – significant cuts forced the original fair to be cut. More events using outside grounds would be great.

19. More Art!!!

20. Hours of operation should be expanded – ‘dream library’ would be 4 times the size (Better collection navigation, zoning, future expansion of material) and open 24/7 – or slightly longer hours would be great.

21. Friends of Library (FoL) have 8.sq.ft for sorting books – Santa Clara have more successful FoL as they have nice space and can use library at any time – no restrictions. No sales at Library for FoL – some canopies outside and seating areas with shade would be great – we live in SUNNYvale!! Let services spill out into exterior.

22. Internet – is the modern library – all reference material – and should be a major part of library futures – would like to see a huge bank of internet terminals – machine specification is irrelevant so costs are low, no queues etc.

23. Is Sound desirable to listen to music? Download, burn, share things etc – USB would be required on the front of every machine, card reader etc. Easily accessible power points so you can charge your laptop – ‘Hot furniture’.

24. We need current technology material – resources about current technology – electronic subject books are often out of date – difficult to stock because this area is fast moving – electronic version – can Google help?

25. City of San José has good internet sharing system – input from University is important.

26. VTA (Bus network) sucks – doubles time to get to destination. Direct routes to LoF?

27. The Library currently locks its USB Drives – not everyone knows what a jump drive is or how to use USB etc.

28. Program Director – in charge of PR for existing programs, student liaison, expanded outreach, ‘shaking money from trees’ – there is a lot of \$\$\$ out there - especially in Silicon Valley.

29. Better vendor management, café/food franchises – they pay library to use facility – potential revenue stream. Can stay open later than library and has separate entrance/facility. Sunnyvale is the only local library that stays open till 9pm on Sunday and evenings.

30. More communications with schools and universities – library should get resources prior to start of curriculums and school programs.

31. Charge ‘for-profit’ organizations to use community rooms and meeting rooms. Non-profit should be free – separate access to these meetings room would allow use after library is closed. Better management of existing services.

32. Main walkway into the library – have to walk through smoking area (health issue for kids and adults) – minimum smoking 20ft from building – smoking area should not be on main access route into library – could be located in less used access point.

33. More convenience - drop off books at any library – concerned about getting fines if I do this (is this service currently available). It is not clear what policy/rules are.

34. Concessions would be great for kids, difficult if children get hungry. Teen coordination could provide this type of volunteering service.

35. More duplicate material – more popular resources.

36. Not kid friendly – shelves are fine but no color, vibrant, more interactive, play areas, kids furniture. Kids want to check out own books – they are very independent, my child has own library card but scanner is not child friendly.

37. Library is very program orientated – new ideas are not being communicated properly – disconnect between High School and Middle School – if children could be pooled at the library then programs could be more supported.

Libraries and Parks and Rec – join forces – more bang for your buck.

38. Neighborhood/Community Center – Columbia – City Facility – lots of partners, health, recreation services, for residents for local codes.

39. Hispanic and Asian community – don't have access here – Lawrence expressway is a big barrier – a mini branch for LoF would be great at this location.

40. Does FoL have a liaison here at the library? At Santa Clara they have a full-time staff member for FoL – not busy enough at Sunnyvale – Ebay sells of books - \$65k was recently given to library from FoL – paid for lots of children's services/programs. FoL could do a lot more. FoL need space in new library for storage, processing and sell of books.

41. No literacy program at Sunnyvale.

42. Large print books could be nearer front door – design for accessibility - why not use the meeting room.

C. Do you have any concerns associated with the planning of a new Library? Do you feel other community needs are not being met?

D. Describe your ideal visit to the Library in 10 years. What is the experience? What are you doing?

Dream - indoors, comfortable, sunny, lots of windows, laptop, hot furniture, download book from book club, and could do this all outside, coffee from shop, happy as a clam – bringing the comforts of home into the library.

Reality – checkout machines close to the door as possible, in and out in 10mins.

Literacy program, drive through return (used to have one) – underground conveyor to move books into library store or side of building. 2-storey library, conference room facilities, state of the art layout, universally accessible for all - more than the accessibility code – code is the minimal level of design. state of the art – high ceilings.

Items I need should be near entrance, I bring a teenager who wants to stay longer than me, so comfortable area I can wait and enjoy the time.

Easily walk in, comfy area to sit and relax, drop off child in section but still be able to see her – Child section should have books on CDs and ability to listen at library, wireless access a must, photography, craft programs, ability to sign up for programs, fun atmosphere, staff able to help. Parks and Recs in-house or working more closely with library and Community center.

Spacious, warm, lots of windows, hot tables, stacks strategically positioned to partition space, wireless, T3 hook up jacks (secure connection), computers USB enabled -(no macros or exe files allowed, no drives available apart from A and USB). Kids room would have mobiles and signs that promote books. Program Manager – working in Parks and Rec and Library – breaking down barriers – cross sell P&R program with Library programs - lots of cross selling opportunities. Students with good study habits could offer tutorials, references for students, guides for libraries for specific users/uses. 'A-grade students' training/tutoring other students. Relax in café or outside. Structure – Art could be provided by local community – display their art at library for free (rotating sculptures – through art clubs/classes – children's art from elementary schools).

Use of Cell Phones – no where to go in library – should there be spaces in a library or should everyone run outside. Copy room and bathrooms in City of SC designed for cell retreats – coverage is normally low in restrooms. Is it acceptable to have cell phones in libraries – provide space for this use or prevent users from using cells. Jamming cells could be seen as extreme. Signage to educate people to modify phones to vibrate or text message.

Needs to be lighter, more windows, natural light and space, materials used need to be light and airy, technology – more streamlined for autonomy, I don't have to wait or depend upon others, a fountain outside would be a nice focal point for people to sit around, Lifelong use – all life changes supported by library. REI have programs – climbing half-dome etc, sports minded people would be interested in similar library programs or advertising others programs. Gallery space would be nice.

It's 1:00 am, stopping by the library after work, well defined, friends area, internet terminals, well organized fiction areas – well defined LoF – larger one-storey for access – multi-storey libraries are intimidating. Plenty of parking, solar power and green design. DVD situation – love movies, movies are part of our culture, DVDs are a good thing,

for immigrant population it is a great resource they can access – to learn language/entertainment. Some limit would be better than current allowance. More material would be great – but currently rental period is too long and you can rent out too many. New releases could be charged and free for older releases.

Art from other libraries – slide presentations around library showing other art from other libraries.

III. Conclusion

- A. Action Items and Next Steps
- B. Feedback on the Session

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- Δ facilitator should involve everyone
- + size of group just right for discussion
- + got education about library and services
- + sharing and feeding off of information
- + to have a voice about the future
- + the fact that the Focus Group/Outreach is happening